



An evaluation of patient and staff satisfaction at the Psychiatric Decisions Unit (PDU): Poster 2

Ellen Hughes (Research Assistant), Louise Ward (Business Support Manager), Mary Elliffe (Associate Director, Urgent Care) and Professor George Tadros (Clinical Director, Urgent care)

Introduction

The Psychiatric Decisions Unit (PDU) opened in November 2014 at the Oleaster Centre in Birmingham. The PDU provides a place for interim care and time for extended mental health assessment prior to signposting. In the last year the service has undergone rigorous evaluation (See 'An evaluation of the Psychiatric Decisions Unit and its role within the urgent care pathway in Birmingham' - Poster 1).



Patient and staff satisfaction is a vital outcome to be measured and monitored when evaluating a service. The PDU may be working to reduce length of stay and readmissions but if patients, being treated at the unit, are not satisfied with the service they are provided then the PDU will not be useful. We therefore set out to evaluate the PDU in regards to patient and staff satisfaction.

Methods

Between March 2015 and August 2015 385 patients were referred to the PDU. Across this time frame:

- ⇒ Patients were asked if they wished to provide feedback about the service they received during their stay at the PDU.
- ⇒ Acute hospital staff were also asked to provide feedback about how effective the PDU is in relation to the work they do in the acute hospitals and the pathways out of A&E.
- ⇒ Finally, staff working at the PDU or within the Birmingham and Solihull Mental Health Foundation Trust (BSMHFT) Urgent Care pathway were asked for their opinions of the unit and how useful they feel the service has been to patients they treat.

Patient Satisfaction

Friends and Family Test: This data was collated to see, overall, how likely patients who have attended the PDU are to recommend the service to their friends and family.

Patient satisfaction feedback forms:

In addition to the Friends and Family test, additional questionnaire feedback was collected from patients attending the PDU.

Format of the questionnaire:

The questionnaire contained 14 statements about the service patients had received at the PDU and asked them to rate their agreement with each on a 6-point likert scale (strongly agree; slightly agree; not sure; slightly disagree, strongly disagree or not applicable).

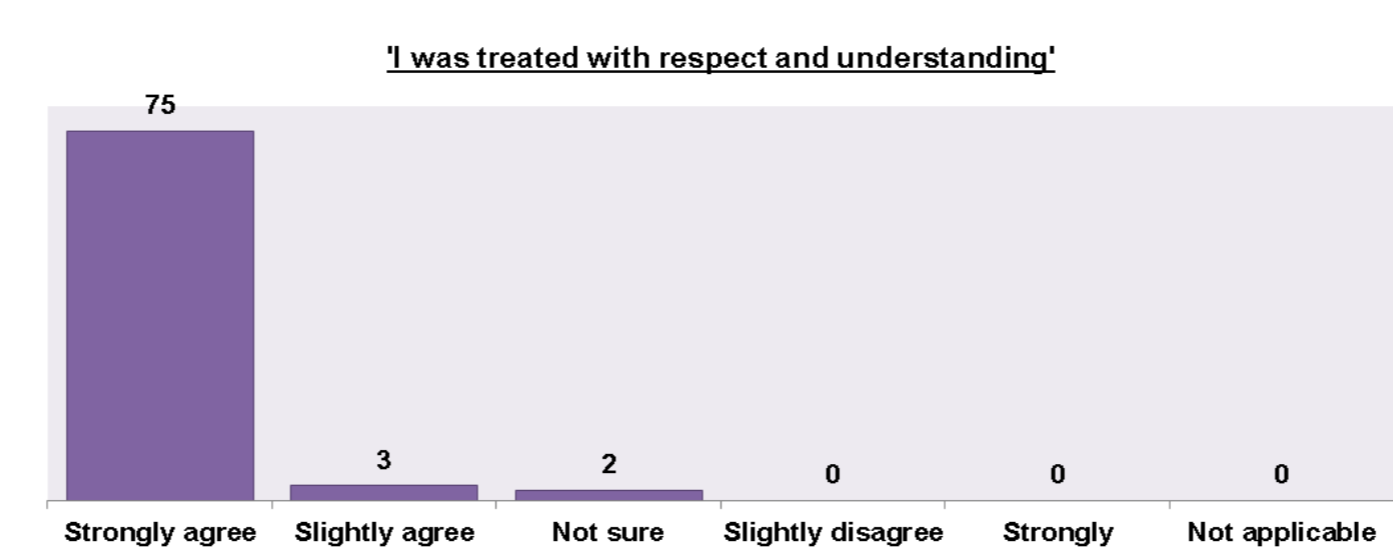
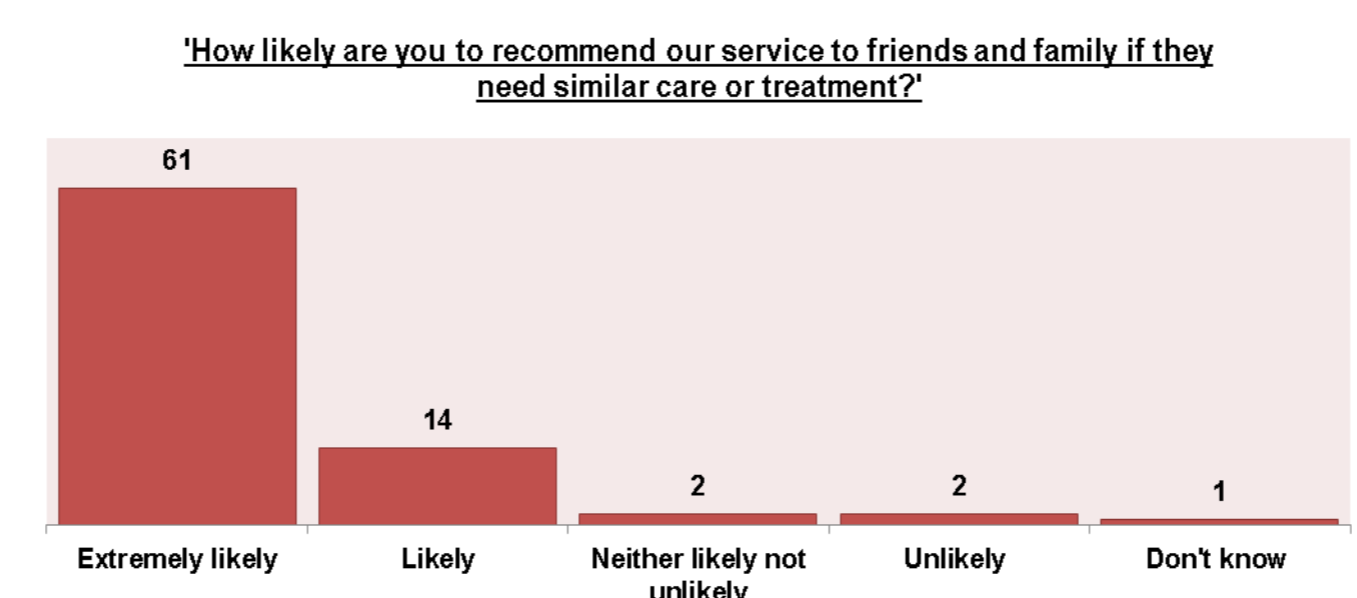
Satisfaction of other Stakeholders

Qualitative semi structured interviews were conducted with:

- Acute hospital staff (Queen Elizabeth Hospital, Heartlands Hospital, Solihull Hospital, Good Hope Hospital).
- BSMHFT staff working within the urgent care pathway (RAID, PDU, Street Triage and Place of Safety)

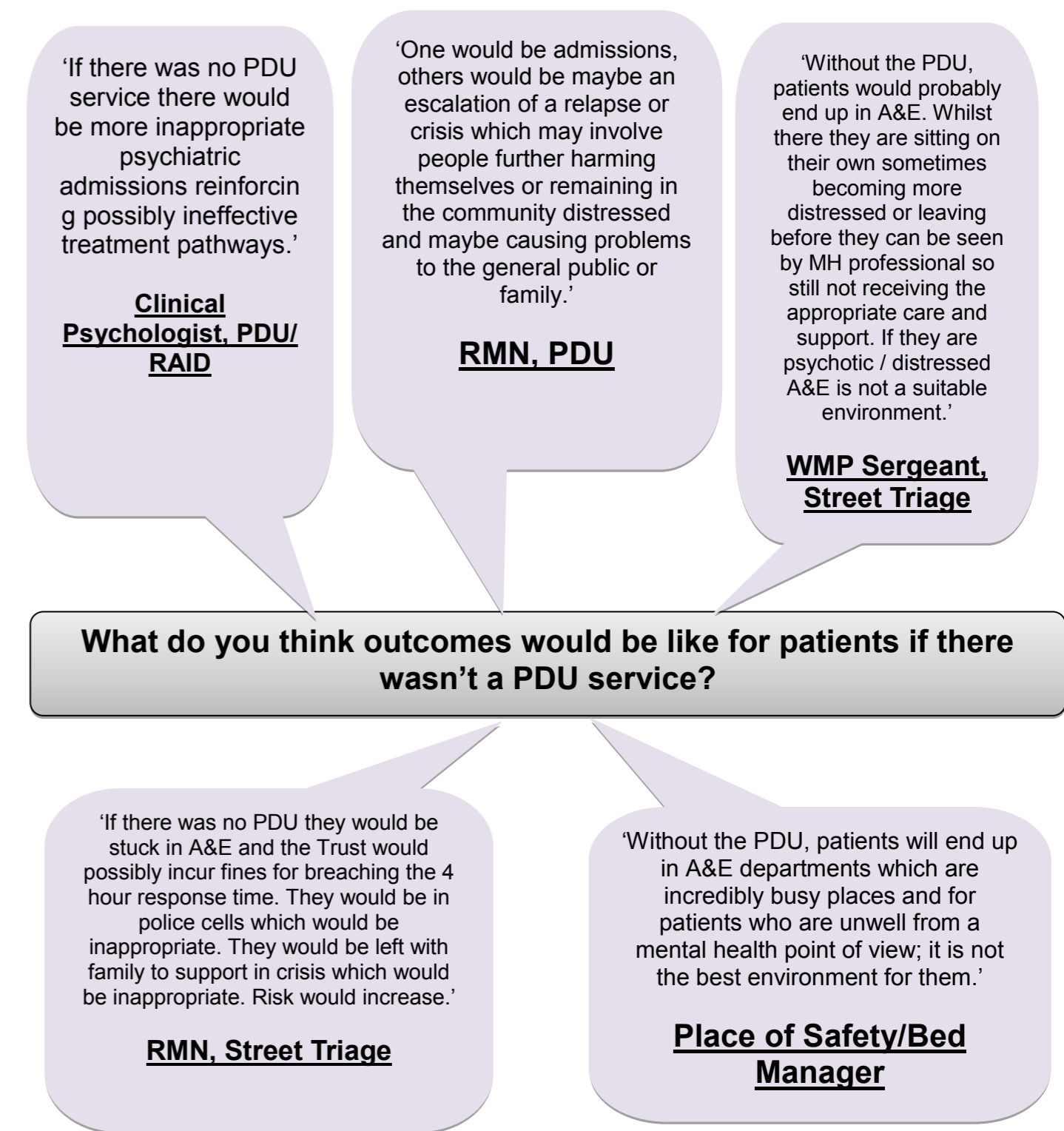
Results

Feedback from 80 patients referred to the PDU between March 2015 and August 2015 was collected.



'We have got people out of A&E quicker; they are out within 3-4 hours rather than having to wait for the SHO. We have not had any near 12 hour breaches; I think this is because of the PDU.'

- Clinical Site Manager, Heartlands Hospital



Conclusion

The current evaluation has shown that patients, staff and other stakeholders are very positive about the service provided by the PDU as an alternative pathway out of A&E.

- Results of patient satisfaction questionnaires have shown that patients are extremely satisfied with the service provided to them at the PDU. Many have narratively reported that they find the PDU a much better environment than the acute hospital emergency departments.
- Feedback from other stakeholders has shown that staff working within BSMHFT see the benefit to patients of the PDU and suggest expanding the service to cover a larger geographical area.
- Acute hospital staff see the PDU as an effective pathway out of A&E, however they would like to see the access criteria reviewed to provide cover to a larger group, they would also like to see more capacity available.